

COMMONWEALTH COORDINATED CARE PLUS

CCCPLUS@DMAS.VIRGINIA.GOV

Tammy Whitlock
Deputy Director for Complex Care and
Services
Department of Medical Assistance Services

- ❑ Populations
- ❑ Services
- ❑ Open Enrollment
- ❑ Care Coordination
- ❑ Waiver Services Update
- ❑ Resources

Commonwealth Coordinated Care Plus

Managed Long Term Services and Supports

- Medical, behavioral health and long-term services and supports
- Health Plans cover services within at least equal amount, duration, and scope as Medicaid
- Health Plans provide additional benefits and linkages to resources to address social determinants of health
- Very few carved-out services (e.g., dental, school health, and Developmental Disabilities Waiver services)
- Care coordination for all enrollees

CCC Plus Populations



Approximately 240,000 individuals, including:

- Adults and children living with disabilities
- Individuals living in Nursing Facilities (NFs)
- Individuals in the CCC Plus Waiver (formerly the Technology Assisted Waiver and Elderly and Disabled with Consumer Direction Waiver)
- Individuals in the 3 waivers serving the Developmental Disabilities populations for their non-waiver services
- Medically complex individuals eligible through Medicaid Expansion
- Governor's Access Plan members transitioned to CCC Plus on January 1, 2019

What Services are Covered?

- Doctor, hospital and emergency services, including primary and specialty care
- Prescription drugs
- Laboratory and X-ray services
- Maternity and newborn care
- Home health services
- Behavioral health services, including addiction & recovery treatment services (ARTS)
- Rehabilitative services, including physical, occupational and speech therapies
- Family planning services
- Medical equipment and supplies
- Long-term services and supports (within DMAS coverage criteria and guidelines)
- And more

See your health plan member handbook for more information.

Open Enrollment







CCC Plus open enrollment period is from October 1, 2019 – December 18, 2019. Health plan changes are effective on January 1, 2020.

CCC Plus open enrollment for Medicaid Expansion members is from November 1, 2019 – December 18, 2019. Health plan changes are effective on January 1, 2020.

Continuity of Care period – 30 days to see existing health care providers.

Comparison Chart – Added Benefits

<https://cccplusva.com/member-materials>

 Aetna Better Health® of Virginia 1-855-652-8249 TTY 711 www.aetnabetterhealth.com/virginia	 Anthem HealthKeepers Plus Offered by HealthKeepers, Inc. 1-855-323-4687 TTY 711 www.anthem.com/vamedicaid	 Magellan COMPLETE CARE. 1-800-424-4524 TTY 711 www.MCCofVA.com	 OptimaHealth 1-888-512-3171 or 1-757-552-8360 TTY 711 www.optimahealth.com/communitycare	 UnitedHealthcare Community Plan 1-866-622-7982 TTY 711 www.uhccommunityplan.com/va	 VirginiaPremier. Presented by VHA Health 1-877-719-7358 TTY 711 www.virginiapremier.com
<p>Added benefits:</p> <p>Adult dental</p> <ul style="list-style-type: none"> 2 exams and cleanings and 1 set of x-rays each year, plus fillings, extractions, root canal and dentures (up to \$525 each year) <p>Adult hearing</p> <ul style="list-style-type: none"> Exam and 1 hearing aid each year (up to \$500 each year) <p>Adult vision</p> <ul style="list-style-type: none"> Eye exam and \$100 for frames, glasses or contacts each year <p>Phone services</p> <ul style="list-style-type: none"> Free smartphone with 350 free minutes each month, data and free unlimited texts <p>Wellness programs</p> <ul style="list-style-type: none"> Wellness rewards card Regional wellness center <p>Other benefits</p> <ul style="list-style-type: none"> Memory alarms and devices Community health worker Diabetic shoes or inserts Free rides to grocery store, church, or social activity (30 round trips each year) Meals delivered to your home after discharge, 2 meals each day for 7 days 	<p>Added benefits:</p> <p>Adult dental</p> <ul style="list-style-type: none"> 2 exams and cleanings and 1 set of x-rays each year <p>Adult hearing</p> <ul style="list-style-type: none"> 1 exam, \$1,000 for hearing aids and 60 batteries per year <p>Adult vision</p> <ul style="list-style-type: none"> 1 eye exam each year \$100 for glasses (lenses and frames) each year <p>Phone services</p> <ul style="list-style-type: none"> Free smartphone with 350 free minutes, 500 MB data each month and unlimited texts Mobile app to use on the go <p>Wellness programs</p> <ul style="list-style-type: none"> Online search tool to find food, jobs and more <p>Other benefits</p> <ul style="list-style-type: none"> Up to 3 rides every 3 months to community events, grocery stores and more Healthy Rewards gift card program \$50 for assistive devices and \$50 for walker and wheelchair accessories Air purifier (with approval) Online peer support services 	<p>Added benefits:</p> <p>Adult dental</p> <ul style="list-style-type: none"> 2 exams and cleanings and 1 set of x-rays each year (up to \$1,500 each year) <p>Adult vision</p> <ul style="list-style-type: none"> \$150 for glasses or contact lenses every two years <p>Phone services</p> <ul style="list-style-type: none"> Free smartphone with 350 free minutes, 1 GB of data and unlimited texts <p>Wellness programs</p> <ul style="list-style-type: none"> Healthy rewards gift cards (up to \$50 each year) Help to quit smoking <p>Other benefits</p> <ul style="list-style-type: none"> Fresh meals delivered to your home after discharge Environmental, home and vehicle modifications for <u>all</u> members, as needed Supportive employment services Online tool for anxiety, insomnia and depression Community Connections: Online directory of community services and organizations <p>Enhanced short-term services for all members, as needed</p> <ul style="list-style-type: none"> Personal care attendant Respite care Caregiver training and support 	<p>Added benefits:</p> <p>Adult dental</p> <ul style="list-style-type: none"> 1 exam, cleaning and set of x-rays each year (by DentaQuest) <p>Adult vision</p> <ul style="list-style-type: none"> Discounts on eye glasses (by EyeMed) <p>Phone services</p> <ul style="list-style-type: none"> Free smartphone with 350 free minutes, 1 GB of data and unlimited texts <p>Wellness programs</p> <ul style="list-style-type: none"> Help to quit smoking Weight management <p>Other benefits</p> <ul style="list-style-type: none"> Individualized, fully-integrated program with a state-wide network of providers Assistive devices Access these services through Care Coordinator: <ul style="list-style-type: none"> Extended respite for caregivers Diabetic foot care Memory alarms and devices Pest control Meals delivered to your home after discharge from inpatient hospital or nursing facility, 2 meals each day for 7 days 	<p>Added benefits:</p> <p>Adult dental</p> <ul style="list-style-type: none"> 2 exams and cleanings and 1 set of x-rays each year <p>Adult vision</p> <ul style="list-style-type: none"> Eye exam each year and frames and lenses every 2 years if needed <p>Phone services</p> <ul style="list-style-type: none"> Free smartphone with 350 free minutes each month, unlimited texts, and pre-programmed support contacts <p>Wellness programs</p> <ul style="list-style-type: none"> Quit For Life program and resources to quit smoking or tobacco use Weight Watchers: 10 meeting vouchers each year, resources for healthy eating and weight loss <p>Other benefits</p> <ul style="list-style-type: none"> Health4Me® free mobile app for health tips, reminders and care team secure messaging Meals delivered to your home after discharge from inpatient hospital or nursing facility, 2 meals each day for 7 days Environmental and home modifications for <u>all</u> members, when needed 	<p>Added benefits:</p> <p>Adult dental</p> <ul style="list-style-type: none"> 1 exam, cleaning and set of bitewing x-rays each year <p>Adult vision</p> <ul style="list-style-type: none"> 1 eye exam and up to \$100 for frames or contact lenses every 24 months <p>Phone services</p> <ul style="list-style-type: none"> Free smartphone with 350 free minutes, data and unlimited texts <p>Wellness programs</p> <ul style="list-style-type: none"> Exercise at participating fitness centers (ages 14 years or older) Wellness reward gift cards Healthy Heartbeats prenatal and postpartum wellness program with incentives Resources to help you quit smoking <p>Other benefits</p> <ul style="list-style-type: none"> Access to retail clinics, such as Minute Clinic Online access to health plan services and resources Meal delivery after hospital or nursing facility discharge for up to 14 days as determined by your care coordinator

► **Limits apply.** For details, or for the doctors and hospitals that work with each plan, call the plan or go to their website listed above.

► For the basic benefits that **all plans** offer, see the brochure in this packet.

Added Benefits, Limits and Rules

<https://cccplusva.com/member-materials>



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

Anthem HealthKeepers Plus Commonwealth Coordinated Care Plus (Anthem CCC Plus) 2019 Enhanced Benefits

Member Services: 1-855-323-4687 (TTY 711)
Select option 4 to connect to the 24/7 NurseLine.

Added benefit	Services and limits	Qualifying members	Approval criteria
<u>DENTAL</u> <i>Covered through DentaQuest. Call them at 1-844-824-2017.</i>	<ul style="list-style-type: none"> • One routine exam and cleaning every six months • One set of bitewing x-rays every 12 months 	Members 21 and older	No preapproval required
<u>VISION</u> <i>Covered through Davis Vision. Call Member Services for eligibility and participating providers.</i>	<ul style="list-style-type: none"> • One exam per year • Up to \$100 for one pair of glasses (lenses and frames) every 12 months 	Members 21 and older	No preapproval required
<u>AIR PURIFIER</u>	<ul style="list-style-type: none"> • One table top air purifier delivered to your home 	Members diagnosed with asthma or similar pulmonary concerns	Approval by a care coordinator required
<u>SMARTPHONE</u> <i>Covered by SafeLink. Call them at 1-877-631-2550 or visit www.safelink.com to enroll. For technical issues, call 1-800-378-1684</i>	<ul style="list-style-type: none"> • Free smartphone and monthly plan through the Safelink program, which includes: <ul style="list-style-type: none"> ◦ 350 minutes ◦ One GB of data ◦ Unlimited texts ◦ Unlimited calls to Member Services ◦ Text message reminders about upcoming doctor visits 	Members 18 and older <i>Limit one benefit per household</i>	Members must apply through SafeLink

Implementation of Common Core Formulary in the CCC Plus Managed Care Program

- CCC Plus health plans adopted a Common Core Formulary
- Uniform drug coverage for CCC Plus enrolled Medicaid members
- Health Plans required to cover all ‘preferred’ drugs on Virginia Medicaid’s PDL
 - May add drugs to formulary
 - May not remove drugs or place additional restrictions
- Does not apply to Medicare and Medicaid beneficiaries
 - Drug benefits governed by Medicare Part D guidelines
- **Medicaid Memo dated July 17, 2017**

Care Coordinator Role

Every member is assigned an MCO Care Coordinator who performs the following functions



Assess

- Conduct/coordinate Health Risk Assessment
- Identify barriers to optimal health



Plan

- Drive the development of person-centered, individualized care plan
- Include plan to support social determinants of health



Communicate

- Establish collaborative relationships that connect the enrollee, MCO, and providers



Coordinate

- Help navigate the health care system
- Coordinate team of health care professionals
- Support care transitions



Monitor

- Track progress towards goals
- Monitor status to avoid disruption in care
- Update plan of care

Care Coordinator Contact Information

- CCC Plus Members are assigned a Care Coordinator to personally assist members and their treating providers
- For assistance identifying a member's Care Coordinator, please contact the assigned health plan directly at:

Aetna	Anthem	Magellan	Optima	UnitedHealthCare	VA Premier
1-855-652-8249 press #1 and ask for Care Coordination.	1-855-323- 4687 Press #4 TTY 711	1-800-424-4524	757-552-8398 OR Toll Free:1- 866- 546-7924	Members: 1-866-622- 7982	1-877-719- 7358

CCC Plus Waiver Services

- Adult Day Health Care
- Personal Assistance Services
- Private Duty Nursing
- Respite care
- Services Facilitation

- Assistive Technology
- Environmental Modifications
- Personal Emergency Response System and Medication and Monitoring
- Transition Services



EPSDT and CCC Plus Waiver

- Medicaid Memo issued July 11, 2018 indicating that as of September 1, 2018, the following services for members under age 21 must go through EPSDT for authorization:
 - Personal Care
 - Private Duty Nursing
 - Assistive Technology

EPSDT and CCC Plus Waiver

- As of May 1, 2019, personal care can be authorized through the CCC Plus Waiver for members under age 21
- Private Duty Nursing and Assistive Technology will continue to be authorized through EPSDT for members under age 21

Requests for CCC Plus Waiver Review

- For members who experienced personal care hour reductions under EPSDT and indicate their needs are not met, the provider may submit a new authorization request to have hours reviewed under the CCC Plus Waiver criteria.
- Reminder: Providers are required to ensure that services are adequate to meet the member's needs.

Client Appeals Process

2 Levels

1

CCC Plus Health Plan

- Appeal any adverse benefit determination or medical decision, including denial or partial approval of service authorizations or claims

2

DMAS State Fair Hearing

- After exhausting the health plan's appeal process member can appeal through the State fair hearing process

Office of the State Long-Term Care Ombudsman: Role of the CCC Plus Advocate

CCC Plus Advocates can help with:

- Enrollment and Disenrollment
- Continuity of Care
- Access to covered benefits, urgent needs, prescription drugs, behavioral health care and long-term services and supports
- Timeliness of Plan Responses to Member Questions and Needs
- Questions about Bills, Care Coordination, and Plan Benefits
- Information and Assistance with Grievances and Appeals

Office of the State Long-Term Care Ombudsman
Department for Aging & Rehabilitative Services
1-800-552-5019 TTY Toll-free 800-464-9950
www.ElderRightsva.org

CCC Plus Waiver Resources

- ❑ For CCC Plus Waiver Policy-Related Questions:
cccpluswaiver@dmas.virginia.gov
- ❑ For Consumer-Directed or Service Facilitation Questions or Issues: cdsf@dmas.virginia.gov

**QUESTIONS OR CONCERNS:
CCCPLUS@DMAS.VIRGINIA.GOV**

Thank you!